

Applying to ATW for Communication Support at Interview (CSI):

Access to Work can pay for communication support for an interview or assessment for a new job. ATW call this Communication Support at Interview (CSI). You apply to ATW for CSI in a different way to the way you apply for ATW for work, so they can reply faster.

This is only for an interview for a paid job, paid apprenticeship, or Department for Education Supported Internship. Not for anything else, e.g. interview for volunteer (no pay) job.

You should apply for CSI before your interview by contacting the ATW helpline. ATW will not pay for interpreters if you tell them after the interview.

Before you apply online or call ATW, you need to have information ready about the employer, job interview and interpreter. This is because after 1 hour the CSI application will automatically close down, even if you haven't finished.

This means you need to find an interpreter and get a quote before you apply for CSI. If you are booking through an agency, you need their full quote.

To help you get ready, on page 3, you can see what information you need, and from page 4, screen shots from the online application.

If you provide the right information, ATW aim to say yes or no within 48 hours (Monday to Friday). (Please let [DeafATW](#) know if it takes longer than 48 hours.)

How to apply for CSI:

You can apply for CSI in these different ways:

- **In English using the online CSI application.** At the end of this document are screen shots of the CSI Online process, so that you can see if it is accessible for you.
<https://www.gov.uk/guidance/apply-for-communication-support-at-a-job-interview-if-you-have-a-disability-or-health-condition-access-to-work>

- **Using BSL through SignVideo.** The AtW adviser will do the online CSI application with you. You'll find the link near the bottom of the page.

Do NOT apply for CSI online using the general AtW application online portal, because you may not get an answer in 48 hours.

- **Using Text Relay:** Dial 18001 then 0800 121 7479. The CSI adviser will do the online CSI application for you.
- **Calling and speaking to them:** 0800 121 7479. The CSI adviser will do the online CSI application for you.

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Remember you need to provisionally book an interpreter (ask them if they are free, tell you how much they will charge, and write the date in their diary), so you can give ATW information about the interpreter and cost. You can tell the interpreter that you will confirm the booking (say they are definitely booked) when ATW has agreed to pay.

What happens after you apply?

- (1) When you finish your CSI application online (either doing it yourself, or with an AtW adviser completing it for you) you will get a CSI Application Reference number on the last screen.
- (2) Your CSI application will be given to an AtW adviser the same or next working day, depending what time you make the application.
- (3) You will get a decision saying 'yes' or 'no' for the CSI within 48 hours (Monday to Friday).
- (4) If AtW say 'yes' AtW will send you an email saying your support is approved. (If some information is missing or not clear, they may need to contact you to ask more questions).
- (5) When you get this email, you can tell the interpreter that the booking is agreed (confirmed) and that AtW will pay them. If you don't get this within 48 hours contact AtW. Don't confirm the interpreter (tell them they are booked and will get paid) before you get this email.
- (6) AtW will then send you a CSI approval letter, and CSI claim form, 2nd class by post. If you don't receive this within a few days, contact AtW in case it has got lost in the post.
- (7) After the interview, AtW will contact the employer for your interview, to check that the interview happened.
- (8) As soon as possible after the interview, fill in the claim form.

You can also use BSL to fill in the claim form. AtW sent you an email to approve your CSI. At the bottom there is a link. Click on the link and you will be connected to the adviser through a SignVideo interpreter. Explain to them you need them to fill in the form with you.

If you booked the interpreter yourself:

- (8) Attach the interpreter's invoice to the filled in claim form, and post it to AtW. If you don't fill in the claim form and send it, the interpreter won't get paid.
- (9) AtW will pay the interpreter directly.

If you booked the interpreter through an interpreting agency:

- (8) The interpreter must send the agency their invoice.

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(9) Quickly send the claim form to the Agency. If you don't fill in the claim form and send it to the agency, the agency and interpreter won't get paid.

(10) The agency will send your form, with the interpreters invoice to AtW.

(11) After the agency has sent this ATW will pay the agency, and the agency will pay the interpreter.

Questions (you need the answers to these before you call ATW):

These are the questions ATW will ask you either online, or if you phone through SignVideo. Make sure you know the answers before you contact them. You will need to give them all of this information before they can agree to pay.

- Your name, address and date of birth.
- If interview is for a paid job, paid apprenticeship, or Department for Education Supported Internship.
- Date of the job interview.
- Company name.
- Address of the interview.
- How long the interview is (how many hours).
- Name and email / phone number of someone at the company so AtW can contact them after the interview, make sure interview really happened.
- Total cost for the interpreter. AtW just want total cost, e.g. include interpreter fee, travel. If agency cost, will include admin and VAT.
- How can AtW contact you?

What to do after the interview is finished:

The interpreter must send you their invoice. You must send ATW the interpreter's invoice with the claim form ATW posted you. After you have sent this ATW will pay the interpreter directly.

Problems: If you have any problems with applying for CSI, e.g. your application for CSI takes more than 48 hours (M-F), or you don't get a reply, or don't get CSI Claim form:

(1) Contact the ATW helpline, tell them what the problem is, and ask them to help.

(2) And contact DeafATW, tell us what the problem is, and we can feedback to AtW.

Screen shots from the online AtW CSI portal, correct as of July 2019.

They are shown in the order that you will see them, if you are answering the questions as a deaf person.

These screenshots are to help you understand what you will see on the portal before using it.

If you see anything that has changed, please let [DeafATW](#) know.

Where to find the online CSI application?

<https://www.gov.uk/guidance/apply-for-communication-support-at-a-job-interview-if-you-have-a-disability-or-health-condition-access-to-work#eligibility>

1. This is the first screen you'll see:

The screenshot shows the GOV.UK website header with a search bar and navigation links: Departments, Worldwide, How government works, Get involved, Consultations, Statistics, and News and communications. Below the header is a 'Home' link and a language selector for English and Cymraeg. The main content area features the title 'Apply for communication support at a job interview if you have a disability or health condition (Access to Work)' under the 'Guidance' category. A summary paragraph states: 'You can apply to Access to Work to get money for communication support at a job interview.' Below this is the publication date 'Published 3 July 2019' and the source 'From: Department for Work and Pensions'. On the left, there is a 'Contents' list with links for Overview, Eligibility, Apply, and After you've applied. On the right, there is a 'Related content' section with a link to 'Get help at work if you're disabled or have a health condition (Access to Work)' and a link to 'Work and Health Programme'.

2. Scroll down - you will see near bottom of page explanation of what information you need to know BEFORE you start:

Apply

[Check you're eligible](#) before you apply.

You can apply for communication support at a job interview online or by phone.

What you'll need to provide

You'll need to tell us:

- the name of the company your job interview is with
- the date of your job interview
- how long your job interview is expected to last
- the name and contact details for someone at the company – we'll only contact this person after your job interview to confirm it has taken place

You'll also need to tell us the total cost of your communication support at the job interview. Ask the person providing your support to include:

- support worker costs
- support worker travel costs
- administration costs
- VAT

3. At the bottom of the page you will see this green button, to apply online. Make sure before you start that you have all the information ready, because after one hour the application will close down, even if you haven't finished.

! The online application will time out after 60 minutes. You will not be able to save and return to your application later.

Apply online >

Apply by phone

You can apply by calling the Access to Work helpline. Make sure you have all the necessary details with you when you call.

Access to Work helpline

Telephone: 0800 121 7479

Textphone: 0800 121 7579

[NGT text relay](#) (if you cannot hear or speak on the phone): 18001 then 0800 121 7479

Monday to Friday, 8am to 7:30pm

[Find out about call charges](#)


British Sign Language (BSL) video relay service

To use this you must:

- first [check you can use the service](#)
- [go to the video relay service](#)

Monday to Friday, 8am to 7:30pm

4. Screen 1 of the application:

Communication Support at Interview

BETA This is a new service – your [feedback](#) will help us to improve it.

Personal details

What is your name?

First name

Last name

Continue

Get help

Telephone

0800 169 0154

Monday to Friday, 8am to 6pm

Closed public holidays

Email

dwponline.helpdesk@dwp.gov.uk

5. Next screen:

Personal details

What is your address?

Building and street

Town or city

County

Postcode

Continue

6. Next screen:

Personal details

What is your date of birth?

For example, 31 3 1990

Day Month Year

Continue

7. Next screen:

Personal details

Do you need communication support because you are Deaf or hard of hearing?

Yes

No

Continue

8. Next screen:

Your job interview

Is the job interview for a paid job?

The interview must be for a paid job or apprenticeship in England, Scotland or Wales, or a Department for Education supported internship. You cannot apply if the interview is for a volunteer role, or if you're attending a job induction or job review.

Yes

No

Continue

9. Next screen:

Your job interview

What date is your job interview?

For example, 31 3 2019

Day Month Year

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Continue

10. Next screen:

Your job interview

What is the name of the company your job interview is with?

Continue

11. Next screen:

Your job interview

Where will your job interview take place?

Building and street

Town or city

County

Postcode

Continue

12. Next screen:

Your job interview

How long is your job interview expected to last?

Continue

13. Next screen:

Your job interview

Who can we contact at the company?

We'll only contact this person after your job interview to confirm it has taken place.

How can we contact them?

Email

Email address

Phone call

Continue

14. Next screen:

Your support worker

What is the total cost for the support worker you need?

This total cost should include support worker costs, support worker travel costs, administrative costs and VAT.

Continue

15. Next screen:

How can we contact you about your application?

Select at least one.



Email

Email address

▼ [Email terms](#)

Department for Work and Pensions (DWP) cannot guarantee external emails against:

- loss or non-delivery
- theft by third parties
- manipulation of data

Asking DWP to use email to get in touch with you in this application means you understand this risk. If you have any concerns then do not include your email address.



I agree to the email terms



Phone call

Continue

16. Next screen:

Check your answers

Personal details

17. Last screen:

Declaration

By sending this application you are confirming that the information is correct as far as you know.




It might be a criminal offence if you knowingly give false information.

Accept and send

Giving feedback about the online CSI application:

If you click on 'feedback' in purple at the top of the page, a feedback page will open (see below) so that you can feedback on the CSI portal.



Communication Support at Interview

BETA This is a new service – your [feedback](#) will help us to improve it.

Give feedback

Overall, how did you feel about the service you received today?

Very satisfied

Satisfied

Neither satisfied nor dissatisfied

Dissatisfied

Very dissatisfied

How could we improve this service?
Don't include any personal or financial information, eg your national insurance number or credit card details.

Do you want to help some more?

To make this service better we'd like to ask you a few short questions about your experience today. Only give your contact details if you agree to this.

Your name

Your email address
This won't be used for anything else.

[Send feedback](#)

Get help

Telephone
0800 169 0154
Monday to Friday, 8am to 6pm
Closed public holidays

Email
dwponline.helpdesk@dwp.gov.uk